

## Winter Moratorium Program – Frequently Asked Questions

### What is the Winter Moratorium Program?

The Winter Moratorium Program was established by the Pittsburgh Water and Sewer Authority's (PWSA) Board of Directors in October 2017 to offer temporary assistance to those having difficulty paying their water and/or sewer bill during the winter months. It provides qualifying customers with the assurance that their water service will not be shut-off from November 30<sup>th</sup> through April 1<sup>st</sup> if they are unable to pay their bill.

### Who is eligible to participate?

People in Household	Annual Income Eligibility (250% of Federal Poverty Level)
1	\$30,150
2	\$40,625
3	\$51,050
4	\$61,500
5	\$71,950
6	\$82,400
7	\$92,850
8	\$103,300
For more than 8 people, add this amount for each additional person.	\$10,450

The Winter Moratorium is available to single-family residential customers earning an annual income that is at or below 250% of the federal poverty level. Use the income eligibility chart to determine if you qualify.

### How do I apply for the program?

PWSA has partnered with Dollar Energy Fund to administer the assistance program. They will work with you to confirm eligibility. Before calling, review the income eligibility chart to determine if your income, based on household size, falls within the income limits. Then contact Dollar Energy Fund (866) 762-2348 to confirm your eligibility and to enroll in the program.

### What will Dollar Energy need to confirm eligibility?

Dollar Energy will verify income over the phone. To confirm eligibility, customers are asked to provide the names, birth dates, social security numbers and proof of income for everyone in the household as well as your PWSA account number, a copy of your most recent bill, and proof of all payments made in the last 90 days.

### How long is the moratorium in place?

The moratorium is in place from November 31<sup>st</sup> through April 1<sup>st</sup>. During that time, PWSA will not shut off a qualifying customer's water service during the winter months due to an inability to pay.

### Will I still have to pay my water bill even if approved for the Winter Moratorium?

Yes; even if approved, customers are expected to pay their water and sewer bills. Payment arrangements may be offered. Please call Customer Service to make those arrangements at (412) 255-2423.

### What are some reasons for shutting off a customer's water service?

The [Customer Rules and Regulations](#) outline PWSA's procedures and reasons for terminating water service. PWSA is required to provide prior notice before shutting off water service and will work with the customer through collections to obtain any past due payments before terminating water service. Reasons for shutting-off water include, but are not limited to, denying PWSA access to the meter for reading or repair; tampering with or damaging a water meter; using Authority water in any unauthorized way; making false statements when applying for water service; and allowing excessive water to leak or flow from any pipe, fixture, or appliance on private property.

### Who can I talk to if I'm concerned about paying my bill or my water being shut-off?

Stuff happens! You should not have to worry about access to water when life gets in the way. If you're concerned about paying your water bill or about your water being shut-off, **do not hesitate** to contact our

Customer Service Department by calling (412) 255-2423. Our customer service representatives can help you find a solution.